

**District Government Agency  
FY04 4th Quarter Overall Performance Results Sheet**

Agency	Correspondence	E-Mail	US Mail	Voicemail	Responsiveness	Telephone	Staffing	% Passed	Tester Rating
Office on Aging	Yes	Yes	Yes	No	Yes	Yes	Yes	86%	4.0
Office Cable Television and Telecommunications	Yes	Yes	Yes	No	Yes	Yes	Yes	86%	4.0
Office of Communications	Yes	N/A	Yes	Yes	No	Yes	Yes	83%	4.0
Office of the City Administrator	Yes	N/A	Yes	No	N/A	Yes	Yes	80%	4.0
Office of Policy and Legislative Affairs	Yes	N/A	N/A	Yes	Yes	Yes	No	80%	4.0
Department of Consumer and Regulatory Affairs	Yes	Yes	Yes	No	Yes	Yes	No	71%	3.0
Office of Contracting and Procurement	Yes	Yes	Yes	No	No	Yes	Yes	71%	3.0
District Department of Transportation	Yes	Yes	Yes	Yes	No	Yes	No	71%	3.0
Office of Planning and Economic Development	Yes	Yes	No	No	Yes	Yes	Yes	71%	3.0
Office of the Deputy Mayor for Public Safety and	Yes	N/A	No	Yes	Yes	Yes	No	67%	3.0
Office of the Chief Financial Officer	Yes	Yes	No	Yes	N/A	Yes	No	67%	3.0
Deputy Mayor for Operations	Yes	N/A	N/A	Yes	No	Yes	No	60%	2.0
Office of the Chief of Staff	Yes	N/A	N/A	Yes	No	Yes	No	60%	2.0
Mayor's Suite	No	Yes	Yes	Yes	No	Yes	No	57%	2.0
Department of Employment Services	Yes	Yes	Yes	Yes	No	No	No	57%	2.0
Emergency Management Agency	Yes	Yes	No	No	N/A	Yes	Yes	57%	2.0
Office of Planning	Yes	No	Yes	Yes	No	Yes	No	57%	2.0
Human Rights	Yes	Yes	Yes	No	No	Yes	No	57%	2.0
Office of the Secretary	Yes	No	Yes	No	Yes	Yes	No	57%	2.0
Department of Human Services	No	Yes	No	Yes	No	Yes	Yes	57%	2.0
Department of Public Works Directors Office	No	Yes	Yes	No	No	Yes	Yes	57%	2.0
Citywide Call Center	N/A	N/A	N/A	N/A	N/A	Yes	No	50%	2.0
Office of the Chief Medical Examiner	Yes	N/A	Yes	No	No	Yes	No	50%	2.0
Office of Children, Youth, and Families	Yes	N/A	No	Yes	No	Yes	No	50%	2.0
Office of the Chief Technology Officer	Yes	Yes	No	No	N/A	Yes	No	50%	2.0
Commission on Arts and Humanities	Yes	No	No	No	No	Yes	Yes	43%	1.0
Office of Local Business Development	No	Yes	No	No	Yes	Yes	No	43%	1.0
Department of Fire and Emergency Medical Services	Yes	No	No	No	No	Yes	Yes	43%	1.0
Child and Family Services	Yes	No	No	No	No	Yes	Yes	43%	1.0
Office of Property Management	Yes	No	No	No	No	Yes	Yes	43%	1.0
Department of Housing and Community	Yes	Yes	No	No	No	Yes	No	43%	1.0
Department of Health	No	No	Yes	Yes	No	Yes	No	43%	1.0
Department of Mental Health	Yes	No	No	No	Yes	Yes	No	43%	1.0
Department of Parks & Recreation	Yes	Yes	No	No	No	Yes	No	43%	1.0
State Education Office	Yes	No	Yes	No	No	No	Yes	43%	1.0
Department of Insurance and Securities and Banking	Yes	No	Yes	No	No	No	No	29%	1.0
Metropolitan Police Department	No	No	No	No	No	Yes	Yes	29%	1.0
Office of Child Support Enforcement	No	N/A	N/A	Yes	No	No	No	20%	1.0
Office of Tax and Revenue	Yes	No	No	No	No	No	No	17%	1.0
Public Library	No	No	No	No	No	Yes	No	14%	1.0
Department of Corrections	No	No	No	No	No	Yes	No	14%	1.0
Office of Personnel	No	No	No	No	No	Yes	No	14%	1.0
Office of the Inspector General	No	No	No	No	No	Yes	No	14%	1.0
Department of Motor Vehicles	No	No	No	No	No	No	No	0%	1.0
Office of the Attorney General	No	No	No	No	No	N/A	N/A	0%	1.0
Number Tested	44	35	40	44	40	44	44		
Number Passed	31	17	17	14	9	38	15		
Percentage Passed - FY04 4th QTR	70%	49%	43%	32%	23%	86%	34%		

N/A (Not Applicable) = Test not performed during reporting period.

**FY04 Comparison**

FY04 -1st Quarter Averages	56%	38%	30%	19%	N/A	63%	23%
FY04 -2nd Quarter Averages	60%	46%	45%	19%	N/A	85%	29%
FY04 -3rd Quarter Averages	70%	61%	58%	30%	33%	88%	38%
FY04 - 4th Quarter Averages	70%	49%	43%	32%	23%	86%	34%
Variance(FY04: 4th Quarter-3rd Quarter)	0%	-12%	-15%	2%	-10%	-2%	-4%

5-Significantly Exceeds Expectations:Meets 100% of standards that apply  
4-Exceeds Expectations:Meets 75-90%  
3-meets Expectations:Meets 63-74%  
2-Needs Improvement:Meets 50-62%  
1-Below Expectations:Meets less than 50%

9/30/2004